IT Professional Technical Services
Master Contract Program
T#:902TS

Statement of Work (SOW)
For Technology Services

Issued By: Office of MN.IT Services

Project Title: AgBMP Database Project

Service Categories:

- Project Management; **and**
- Analyst – Business; **and**
- Web Design & Development -HTML/XML/DHTML CSS JavaScript **OR** Web Applications Specialist – Java/JSP/Servlets **Or** Web Applications Specialist – .NET/ASP

Business Need

The Agricultural Best Management Practices Loan Program (AgBMP) provides low interest loans to farmers, agriculture supply businesses, rural landowners, and water quality cooperatives through Local Government Units (LGUs) and lenders to prevent water pollution, improve water quality, and address other local environmental concerns with financial assistance to implement their agricultural and rural development plans.

MN.IT Services @ Agriculture requests proposals from qualified vendors to **Design** or provide the client Minnesota Department of Agriculture (MDA) with an **Off-the-Shelf** web-based loan accounting program, build, and install a web-based loan accounting program: *Web-based* Agricultural Best Management Practices Loan Program Database (AgBMP-db). In case of Off-the-Shelf web-based application, the Vendor shall provide resources for customizations as required by MDA. The final solution will provide accounting, reporting, and other recordkeeping for the AgBMP Loan Program.

The initial phase of the proposed project will allow for MDA internal users to access the *AgBMP-db* program on a web-based platform and perform tasks respective to their security roles and rights.

To date, approximately 11,000 loans have been issued under the AgBMP Loan Program. The number of loans will continue to increase in the future. The AgBMP Loan Program currently issues an average of 700 loans per year. The AgBMP Loan Program envisions a goal of issuing approximately 1,000 loans annually.

Currently there are five appropriation sources providing funds to the program and there may be additional appropriation sources in the future.

Future phases will include two additional sets of users:

- Local Government Units (LGUs), and
- Lenders and other Financial Institutions

Each LGU has only one allocation that represents their budget from the multiple funding sources to implement multiple categories of eligible pollution prevention practices.

There are currently 65 LGUs and 250 lenders that are associated with this program, these numbers are anticipated to increase to 87 LGUs and approximately 500 lenders. The program must have the capacity to track program transactions in relation to these clients.

If a Custom Off The Shelf (COTS) solution is recommended, a different solicitation would be issued to procure that solution. (Hardware and software cannot be purchased through the 902TS program.)

Goal

It is the goal of the **AgBMP-db** project that the MDA will have an integrated accounting and tracking system on a web-based platform to fulfill the needs of MDA Internal Staff.

The system will support:

- Appropriations to the AgBMP Loan Program;
- Allocations to LGUs;
- Project approval by LGUs;
- Basic loan information provided by lenders;
- Repayment tracking from lenders to MDA;
- Reporting as required by the AgBMP program;
- Web-based;
- Secure as defined by state and applicable standards;
- Easy for both the business users and IT staff to update and maintain;
- Able to generate appropriate program reports that reflect activity and status; and
- Fully accessible as defined by accessibility standards, (Section 508 and WCAG 2.0 level AA accessibility standards).

[Note: IT Accessibility Standards apply. See 'IT Accessibility Standards' found at http://mn.gov/oet/images/TA_S_Accessibility_2011-04-29.pdf]

Business Requirements

MDA has completed the functional and business requirements for the proposed project, documented preliminary wireframes of interfaces and use cases. Data models, ER diagrams and data dictionaries currently exist in various forms and MDA internal staff are available to assist the contactor evaluation of this documentation. It is anticipated that the selected vendor will require only minimal additional time, up to 16 hours to familiarize themselves with the project and identify or clarify any deficiencies in the documentation of the existing and proposed system.

These documents are available upon request.

This project phase will be limited to MDA users, however, the various MDA users have various user rights such as view-only some or portions of the system's data, rights to add new records, delete old records, or edit existing records. The system shall be able to recognize MDA users based on their login credentials and will provide access to the **AgBMP-db** program on a web-based platform and perform tasks respective to their security roles and rights.

The proposed project will grow to include:

- 10 MDA internal users
- 87 LGUs users
- 500 lenders users
- 1000 loan disbursements per year
- 1000 lender repayments per year

The system to be developed will incorporate the following processes:

1. Legislature appropriates funds to the AgBMP Loan Program.
2. AgBMP prepares and awards budgets for each LGU based on information from annual reports and previously collected data (lender repayments, overall funding for the Program, and new appropriations).
3. The borrower will contact the LGU for approval of a project.
4. The borrower will contact a lender for approval of a loan.
5. MDA receives the loan application from a lender with the information about the loan and borrower already filled on it.
6. The MDA internal users can log into the **AgBMP-db** program, with the username and password, to:
   - Enter, edit, or review a borrower's project information, including the latitude and longitude of the project.
   - Review the funds available for loans.
   - Approve the eligibility of a project for potential funding.

7. The system shall not allow loans to be approved in excess of program limits or in excess of the LGU's budget.
8. The MDA internal users can print the Loan Application form with specific borrower and project information and may e-mail via secure, encrypted email a copy of the application form to a selected MDA Internal Staff, LGUs or lenders.
9. MDA assigns a funding source and makes corrections to the loan application if required, prints out a Request for Disbursement form, and obtains supervisors' signature or electronic approval.
10. The approved loan application is forwarded to the MDA Finance section.
11. The MDA Finance section reviews and processes the disbursement request (outside scope of *AgBMP-db* program).
12. The system shall be able to generate and print or send predefined, formatted, generic reports and other documents to the MDA Finance Department, LGUs, lenders and or others. Example reports include:
    - Disbursement Request to MDA Finance Department
    - Notice to LGU and lender of project approval by MDA
    - Notice to lender of eminent disbursement to be made.
    - Loan amortization schedules based on pre-defined formulas.
    - Summary of budgets, transactions, and contract amendments
13. The system shall be able to generate invoicing to lenders based on loan amortization schedules.

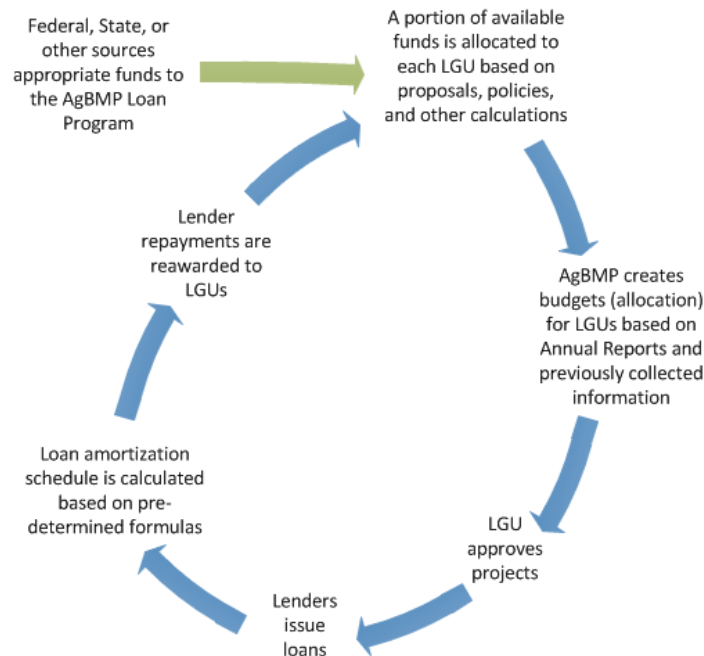The *AgBMP-db* program will not be directly accessible by the public or other user groups at this time.

Fig 1.2

Functional Requirements

Proposed System will be a web-based platform for an improved version of the existing *AgBMP-db* program.

The new system will:

Provide a record of previously issued loans,

- Record new loans issued,
- Track all appropriations, allocations, loans, repayments, and other funds in the program, and
- Generate reports.

System design must scale to allow different user groups to interact with it:

- MDA internal users (Current Phase)
- Local Government Units (LGU) (Future Phase)
- Lenders (Future Phase)

The *AgBMP-db* program shall be user friendly, flexible and secure. It must be structured to easily incorporate potential future changes. The proposed system will be compatible with current web browsers.

The workflow of the proposed *AgBMP-db* program will make the current process faster, efficient and intuitive.

IT Accessibility Standards:

The *AgBMP-db* program shall comply with Accessibility requirements as identified in the State of Minnesota Standards Accessibility Standard document found at http://mn.gov/oet/images/TA_S_Accessibility_2011-04-29.pdf. In part, this incorporates both Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines 2.0 level "AA". This includes web sites, software applications, electronic reports and output documentation, and training delivered in electronic formats (e.g. documents, videos, and webinars).

Current Users

Primary Users: AgBMP Loan Program Managers (2 people).
Secondary Users: Other MDA internal users (3 people)
there will be no interaction for the new system with the outside users at this time. However, consideration must be made at the time of development for future inclusion of LGUs and lenders.

Login, LGU, and Budget Interfaces

User Account Management and Login Procedures
- The proposed system will comply with login requirements of the State of Minnesota.
- The proposed system will have 4 MDA internal user groups. All users will view the same interfaces but the edit, add, save, delete, and primary contact buttons and selection of reports available will be restricted accord to role.
    1. Administrator: Primary users with full rights to view, edit, add, delete records, and assign primary contact and generate any report.
    2. Supervisor: Secondary users with rights to view all records, approve disbursements, and generate any report.
    3. Payable: Secondary users with rights to view all records and edit records related to disbursements and generate any report related to disbursements.
    4. Receivable: Secondary users with rights to view all records and edit records related to repayments and revenues received, and generate any report related to repayments.
- The proposed system will have:
    o Ability to generate new accounts for all the existing and future users. These accounts will be activated and managed by the MDA internal users with appropriate security rights.
    o Ability for MDA Administrators to assign individual security roles and rights for every user and to restrict or provide access to information in the program database.

Local Government Units in Program
- The system will display and provide summary of all participating LGU
- The system will have efficient means to navigate to desired LGU information

Budget
- System will have procedures to incorporate and distinguish appropriations from multiple funding sources (currently 5), such as federal and state funds.
- System will have procedures to enter, edit, and review budget information for LGUs and lenders.
- System shall incorporate the procedure to calculate the current status of the budget for an LGU including executed and pending loans and allocation amendments.

Address and Loans Interfaces

Contact Information Management and Communication:
- System will store and manage contact information for program participants. New contact information may be entered by any user with appropriate security rights.

- Contact Information will be exportable to different formats to achieve tasks in the system such as transmitting reports or providing contact information in e-mail format to the user's default email service.
- System will perform secure communication processes such as generating automated e-mails, reports, or messages regarding loans statuses, and share them with user groups.

Loan Management and Status

- The system must have the ability to add new loans, track loan status of completed, previously approved, or pending loans, generate reports summarizing loan activity, calculate repayment schedules, account for repayments, and segregate distinct funding sources.
- System will have procedures for the MDA internal users to enter project details, store supporting documents (such as bills, invoices and images), approve the eligibility of the project, assign a project to a lender, approve the documentation submitted by lender for financing, and supervisory approval for disbursement by the MDA.
- The system shall recognize a loan as a project with one practice category from a single funding source. Multiple loans may be attributed to a single borrower based on multiple categories of practices, multiple funding sources used, or spanning multiple years.
- System will provide procedures for periodic electronic notification of approval or rejection of a submitted project and subsequent payment status.
- The system shall provide a mapping utility to determine and record the latitude and longitude of a project using a web based utility, as an example, Bing Maps.

Lender and Revenue Interfaces

Amortization Schedule for the Loans

- System will calculate amortization schedules based on standard financial formulas with date paid, amount of loan, loan interest rate, frequency of loan repayments, and total number of repayments.

Lender Repayments

- System shall have the capacity to track lender's outstanding loan balances, distribute invoices according to their repayment schedules, and account for repayments made to the MDA.

Interaction with SWIFT (State Accounting System)

- System will have a procedure for retrieval of pertinent disbursement information, such as amount, date paid, requisition used, and vendor, from the State of Minnesota's SWIFT accounting system, using the SWIFT Data Warehouse,. (The SWIFT data warehouse is an independent Oracle database that is updated nightly for transactions processed through the SWIFT payment system related to the AgBMP Loan Program.) There will be no direct interface, synchronization, or data migration of the SWIFT database.
- System will have a procedure for retrieval of SWIFT revenue information from lender repayments.

Reporting Interface

Analysis & Reports

- From each interface, the system shall provide a portfolio of predefined report options applicable to the current user interface.
- Stand-alone reporting utility like Jasper reports, Crystal Reports, or other may be used.
- The system shall incorporate procedures to provide reports with multiple export options and formats such as PDF, Excel, Word, or Outlook.
- Procedures shall be incorporated in the new system, to have options to preview, e-mail and/or print the selected report(s).
- The report functions shall be designed so that MDA internal users may edit existing reports, create new reports, and delete obsolete reports.
- The proposed system will have procedures for the MDA internal users to enter, edit, and review the LGU annual report and application form.
- Some examples of pre-defined queries are searches by:
  - Lenders
  - Local Government Units
  - Fund source
  - Loan date

- Examples of some reports are:
  - Standard contract for new lenders
  - Current status of allocations to LGUs
  - List of loans issued
  - Standard application forms for a borrower

User Guidance, Pop-up, and Other Interfaces

Support Features

- The system will include a text based explanation of the system processes and requirements.
- The system will guide the user's interaction with the system by:
  - Alerting the user about mandatory fields, when left blank or filled incorrectly by the user.
  - Providing pop-up guidance or error messages.
  - Providing the user with progressive search functionality.
  - Providing the user with error check and spelling functionality.

Technical Requirements

System Design document / System Requirement Specifications Document:

- Web Server – Websphere/Weblogic / JBoss
- Relational Database - Oracle/MS SQL Server
- Development, stage and production environment

Mapping / Spatial Functions:

- Mapping / Spatial functions will be provided using the State's standard spatial tools

Browser & Device Compatibility:

- Firefox
- Chrome
- MS Internet Explorer
- Safari
- Mobile Devices

Migration of existing data to the new system:

- Design and create a relational database to support the new web based *AgBMP-db* program
- Migrate existing *AgBMP-db* data from the FoxPro database to the new relational database

Support, Maintenance & Documentation:

- Provide user documentation
- Provide database physical and logical model
- Provide documentation for supporting the application code

Web Application Security Items:
General

- Program data as defined under Minnesota Statute 17.117 Subd. 12
- Must comply with all State of MN Laws and all Enterprise policy and standards
- Compliant with NIST 800-53 and FIPS 200 (Security and Privacy Controls)
- PCI Compliance must be followed/Security Industry standards

Configuration Management

- FIPs 199 Encryption
- SSL - The Secure Sockets Layer (SSL) is a commonly-used protocol for managing the security of a message transmission on the Internet.
- All sensitive information (database connection string, developer names, hard coded credentials, etc.) removed from source code

Authentication

- Compliant with NIST 800-63-1 (Electronic Authentication Guideline)
- Single sign on solution
- Five incorrect login attempts and system lockout account
- Account lockout need to be tracked

- Login page is only accessible over SSL
- Application must enforce password complexity (Upper and Low case letter, numbers, and symbols

Authorization
- Administrative account is not allowed to be accessed from the internet.
- Least privilege model must be followed for accounts, Role based security
- One user cannot access other user's data
- Lower privileged users cannot access higher privileged users data

User and Session Management
- Non sensitive information is used as user credentials
- Change password function needs to require the existing password or two security question be answered
- Session ID needs to be reset after authentication
- Session ID is greater than 128 bits
- Application must provide a logout function for users
- Application timeout due to inactivity of less than 15 minutes

Data Validation
- Data validation must perform on the server and client side.
- Application should perform white list validation for all input
- Application should encode all output before displaying it to the user
- Application should perform validation on all data being passed to the Operating System as commands (e.g. finger)

Error Handling and Exception Management
- Server and Database level exception captured by a routine and only generic custom error messages are displayed to the user.
- Generic error messages displayed after failed authentication attempts
- Application must fail securely, i.e. resources are not left open and all granted privileges are revoked

Data Protection
- All data will be transmitted over SSL or other secure transport.
- Sensitive information (SSN, Credit Card Number, Account Numbers, etc.) mask in the application (with only last 4 digits shown)
- No sensitive information sent via a GET request
- Cookies set with Secure flag and HTTP only flag
- Page caching disabled
- Sensitive data encrypted in the database.

Logging and Auditing
- User logins and user logoffs need to be logged
- Resource/functionality accesses logged and failed resource/functionality access
- Session creation, termination, and timeout/expiration logged
- Account creation, deletion, modification, and lockout needs to be logged
- Password change logged
- Role assignment logged
- Input rejection logged
- Attempts to change log levels and delete logs logged
- Password valid or invalid logging not allowed.
- Personally identifiable information (PII) (e.g. SSN, DOB, Name, Address, etc.) logging not allowed

Testing Code
- Application will go through code review several times during build process and must pass code analyses before entering production.

Project Deliverables

A single P/T contractor will provide the professional resources that combined with State Resources identified below will:

- Review the existing system documentation, identify deficiencies, and recommend clarifications to system configuration and the staffing to complete the recommendations.
- Develop and implement a project work plan and schedule
  - Project Plan and Schedule
  - Technical Design
  - Database Design
  - Security Design Document
  - Test Plan
  - Training Plan
- Review existing database, identify deficiencies, design new database, convert database, and install.
- Analysis and recommendation of build or buy
- If buy – assist in procurement process, business and technical specifications, licensing and cost analysis
- Complete the application and database development or COTS customization to implement the business requirements. Coordinate activity to prepare, install, and test each successive module of the application and database on MDA's application and database hardware with MDA network team, Security and other IT groups:
  - Functionality & Security Code Review for Login Interface, LGU Interface, Budgets Interface, and ancillary screens
  - Functionality & Security Code Review for Loans and Address Interfaces and ancillary screens
  - Functionality & Security Code Review for Lender and Revenue Interfaces and ancillary screens
  - Functionality & Security Code Review for Reporting Interface and ancillary screens
  - Functionality & Security Code Review for User guidance, pop-up screens and other utilities
- Develop documentation of the system as delivered and installed
- Training for system administration, developers and users as requested by the MDA
- Work will be performed at the Department of Agriculture.

Project Schedule

Estimated Project Start Date: November 1, 2013

Anticipated Project End Date: December 31, 2014

WORK ORDER DURATION
The term of any resulting work order will be limited to a term not greater than one-year from the date of final execution anticipating the completion of the existing master contract. The State reserves the right to transition any resulting work order to the new master contract program subject to its terms and conditions which will replace the current program. If such a transition is not possible, the contracting entity will work with MN.IT and the Department of Administration to review options to enable the continuation of the services being provided to the extent possible.

Project Environment (State Resources)

The contractor will work directly with the MDA Project Coordinator, who will be the designated business user and main MDA staff contact person for this project. MN.IT @ Agriculture technical staff will make available the software, hardware, and computing environment necessary to install and operate the application and database. MN.IT or Minnesota Department of Agriculture will **not** provide PC workstations or software for the development of the AgBMP –db application.

Current server technology environment:

- Windows 2008 Server / RedHat Enterprise Linux, either under VMware
- Web Application Server – Websphere/ Weblogic / JBoss
- Relational Database - Oracle / MS SQL Server

Programming Languages:

- JAVA / .Net
- JSP / ASP

MDA Project Team:

- Project Coordinator
- Business Analyst
- MN.IT Network / Server Administrator
- MN.IT Database and Web Server Administrator
- MN.IT Security

Agency Project Requirements

- The application and database will be hosted at the at one of the MN.IT Enterprise Data Centers and utilized by MDA staff, authorized partners, and the general public.
- The vendor will ensure accessibility standards are included through all phases of the development process; from requirements documentation to the development and testing. MN's accessibility standards include both Section 508 technical standards as well as Web Content Accessibility Guidelines 2.0 at the AA level. For more information, see IT accessibility Standards under General Requirements on page 4.
- The vendor shall follow data privacy and data practices according to Minnesota Statute. See link: https://www.revisor.mn.gov/statutes/?view=part&start=13&close=13C
- The contractor must be physically available on site (MDA, St. Paul Office) for activities that require interaction with MDA staff, project team, and stakeholders.

Responsibilities Expected of the Selected Vendor

Vendor responsibilities include, but are not necessarily limited to the following:

- Review existing program documentation and identify deficiencies
- Build or Buy recommendation
- Design the application and database architecture
- Design and develop the application using a relational database and Web Server platform; and JAVA or .Net application framework.
- Understand secure coding and secure design.
- All code is to have security review, when required, and fix security code errors.
- Develop all project documentation including project work plan and schedule
- Overall responsibility for successful planning, executing, monitoring, controlling and closing out the web application and database development effort
- Maintain project benchmarks and timelines
- Work with the MDA Project Coordinator and other assigned MDA and MN.IT staff as needed
- Transfer application and database design knowledge to MN.IT assigned staff
- Develop testing and implementation schedule correlated to the work plan
- Propose change management process
- Report progress weekly to the MDA project team

Required Skills (To be scored as Pass/Fail)

The successful candidate will have the following minimum qualifications:

- Five or more years of experience leading IT projects of similar or larger in scope
- Four or more years of experience in developing web-based financial database applications
- Three or more years of experience programming in web-based languages
- Three or more years of experience in relational database design and architecture
- Experience working in a government setting
- Experience working with financial applications

Desired Skills
- Excellent organizational skills to prioritize, track, document, and communicate progress on multiple project tasks
- Experience with the development of forms and reports

- Experience in development of secure code and secure application design

Process Schedule

• Deadline for Questions	10/11/2013, Time: 4:00pm C.D.T.
• Anticipated Posted Response to Questions	10/15/2013
• Proposals due	10/21/2013, Time: 4:00pm C.D.T.
• Anticipated proposal evaluation begins	10/21/2013
• Anticipated proposal evaluation & decision	10/28/2013

Any questions regarding this Statement of Work should be submitted via e-mail by 10/11/2013, Time: 4:00pm C.D.T.

Name:	Brian Duffy
Department:	MN.IT @ Agriculture
Email Address:	brian.duffy@state.mn.us

Questions and answers will be posted on the Office of MN.IT Services website (http://mn.gov/buyit/statements/mcp902ts_active.html) by the end of the business day on approximately 10/15/2013.

Statement of Work Evaluation Process

All responses received by the due date and time will be evaluated according to the evaluation process below.

Evaluation of Required Skills will be done as Pass/Fail. Those that are successful will be then evaluated according to the following criteria.

Categories and scoring method/criteria are as follows:

- Company (10%)
- Experience (20%)
- Understanding of Security (5%)
- Accessibility (5%)
- Three References (10%)
- Work Plan (20%)
- Cost (30%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

All responses received by the deadline will be evaluated by representatives of the Department of Agriculture. Proposals will first be reviewed for responsiveness to determine if the minimum requirements have been met. Proposals that fail to meet the minimum requirements will not advance to the next phase of the evaluations. **The State reserves the right, based on the scores of the proposals, to create a short-listing of vendors who have received the highest scores to interview, or conduct demonstrations/presentations. The State reserves the right to seek best and final offers, from one or more responders.** A 1,000-point scale will be used to create the final evaluation recommendation.

Response Requirements / Proposal Submittal

If a COTS solution is recommended, a different solicitation would be issued to procure that solution. (hardware and software cannot be purchased through the 902TS program.)

Responses must be received no later than October 21, 4:00 PM Central Standard Time (CDT) and must be submitted via email to MN.IT_Contracts@state.mn.us (Please note there is an underscore between MN.IT and the word Contracts.) (Subject Line of the email: SOW Response – AgBMP Project). Responses sent to any other email address will <u>not</u> be considered.

It is the Responders sole responsibility to ensure that their submittal is received at the MN.IT_Contracts@state.mn.us email address by the response deadline. Responses received after the deadline will not be considered, regardless of any documentation showing when the response email was sent.

The Proposal will be comprised of the following components:

Cover Letter

The Proposal shall contain a Cover Letter (Two Page Limit) including the following:
- Responder's mailing and facility address, facsimile number, telephone number, and web site address (if applicable).
- Name, title, address, telephone number, and email address of the person designated by the company to answer questions about the Response.
- Cover letter signed by a designated officer of the company.
- Location of the company's headquarters, local facilities and satellite offices participating in the Contract Work Order.
- A detailed explanation of the way the Responder would be available locally on a day-to-day basis during the period of the Contract Work Order to organize services, provide specific billing and invoicing information, and generally discuss, inform, and interact with the Contract users
- Provide a summary of Company background, years in business, history, capabilities, organizational structure and areas of expertise.
- A statement of acceptance of the Contract Work Order. All terms and conditions stated in this SOW and the Response shall become a part of the Contract Work Order if the Responder is selected.

Qualifications and Capabilities:

The proposal shall contain the following details:
- Provide resumes of the staff who will be assigned to the contract Work Order and a matrix table listing the following information for each individual assigned to the Contract Work Order: classification(s), summary of educational experience, project role for this SOW, years of experience, and skills and expertise.
- Provide a detailed description of the company's experience as it relates to the tasks and deliverables listed in the SOW and how the Pass/Fail Criteria are met.
- Describe the roles of the Responder's Project Manager as well as technical; staff and how they communicate with each other and the client.
- Outline how the Responder ensures that all tasks are completed within a given schedule, are performed adequately, and are performed within or under budget.

References:

The proposal shall contain the following details:
- Provide a list of projects your firm has completed for other Government Departments within the last 5 years and role in each.
- Provide descriptions of three (3) projects managed by the Responders proposed Project Manager within the last five (5) years that include tasks similar to this listed in this SOW. For each of the projects provide: 1) name of the project and the client (including the client contact person with a telephone and email address); 2) a brief project description including a listing of tasks performed and the personnel who performed those tasks; 3) outcome achieved.

Work Plan

The Proposal shall contain the following details:
- Provide a project summary and work plan explaining how the Responder will approach each of the tasks and deliverables described in this SOW.
- Describe the major activities for each task and deliverable listed, and staff resources required to achieve the tasks and deliverables of this SOW.
- Project summary must demonstrate the Responder's understanding of the services requested in this SOW and any problems anticipated in accomplishing the work.

Cost Proposal:

The Proposal shall contain a cost proposal in the following format:

Project Cost by Key Deliverable	
Key Deliverable	**Total**
Review the existing system documentation, identify deficiencies, and recommend clarifications to system configuration and the staffing to complete the recommendations.	
Develop and implement a project work plan and schedule, Technical Design, Database Design, Security Design Document, Test Plan, and Training Plan	
Review existing database, identify deficiencies, design new database, convert database, and install.	
Build or buy analysis and recommendation	
Complete the application and database development or customize COTS to implement the business requirements. Coordinate with MDA technical and program staff as each of the following modules are prepared, installed, and tested:	
Login Interface, LGU Interface, Budgets Interface, and ancillary screens	
Loans and Address Interfaces and ancillary screens	
Lender and Revenue Interfaces and ancillary screens	
Reporting Interface and ancillary screens	
User guidance, pop-up screens and other utilities.	
Documentation	
Training	
Support	
Other	
Total	

Project Cost by Staffing					
Description of Work	**Classification for work under this Contract Work Order**	***Rate Per Hour**	**Number of Hours**	**Expenses**	**Total**
Project Total					

* - Hourly rates cannot exceed the hourly rates identified in the Responders Office of Enterprise

Technology 902TS Master Contract.

Conflict of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this SOW. The list should indicate the name of the entity, the relationship, and a discussion of conflict.

Required Forms

These forms must be signed by the appropriate individual with the Company, scanned into a file, and include with the email submission. If Responder does not have the capability to provide scanned documents, please email Brian.Duffy@state.nm.us and other options will be considered. Responders must download the required forms from the following links. In order for you to download the documents, you must type or copy and paste the link's file path and name into your browser address line. When the document file opens, use the "Save As …" feature to save the documents to your computer hard drive or a disk.

- Affirmative Action Certificate of Compliance (if over $100,000)
  http://www.mmd.admin.state.mn.us/doc/affaction.doc
- Affidavit of non-collusion
  http://www.mmd.admin.state.mn.us/doc/noncollusion.doc
- Certification Regarding Lobbying
  http://www.mmd.admin.state.mn.us/doc/lobbying.doc
- Veteran-Owned/Service Disabled Veteran-Owned Preference Form
  http://www.mmd.admin.state.mn.us/doc/vetpref.doc
- Resident Vendor Form
  http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

1. Intentional, willful, or negligent acts or omissions; or
2. Actions that give rise to strict liability; or
3. Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade

secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with Accessibility requirements as identified in the State of Minnesota Standards Accessibility Standard document found at:
http://mn.gov/oet/images/TA_S_Accessibility_2011-04-29.pdf . In part, this incorporates both Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines 2.0 level "AA". This includes web sites, software applications, electronic reports and output documentation, and training delivered in electronic formats (e.g. documents, videos, and webinars).

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

> 1. recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;

2. veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
3. any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.